

CARES/ACCESS Updates for January 23rd, 2017

DHS Income Maintenance Programs

(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

ACCESS

- ACCESS will no longer allow members to submit early online renewals for FoodShare only benefits prior to the 45-day renewal letter being sent (the second Monday of the month, for the month prior to the certification period ending).

Renew My Benefits (RMB) will continue to allow FoodShare members to complete an online renewal of FoodShare benefits during the normal renewal period (beginning the second Monday of the month, for the month prior to the certification period ending, until 4:30 p.m. of the last business day of the certification end month). Transitional FoodShare renewals will follow the same logic. If a member applies for regular FoodShare during his or her transitional FoodShare certification period, an IM worker should discuss the pros and cons of this choice prior to initiating any action that will end transitional FoodShare benefits early.

When a renewal is late, the RMB link will no longer appear on the Check My Benefits landing page. In order to get FoodShare benefits again, the member will need to complete a new FoodShare application/request (in ACCESS using either Add a Program or Apply for Benefits).

- Some members were unable to create ACCESS or log into existing ACCESS accounts when BC+/MAG AG was open in CWW with a 724 reason code (Not eligible for extension with income under 100% FPL). This has been fixed.
- ACCESS was not allowing some members to complete a Health Care renewal after Adverse Action in the month the renewal was due when Health Care closed. This has been fixed.
- There was a problem where income information was not listed on the ACCESS submission but when the worker processed, the income appeared on the case. This has been fixed.

CARES

Notices

- Operations memo 17-01. Changes have been made to CWW and Correspondence which include:
 - A new notice of pending, which will be issued for delayed FoodShare, health care, and Caretaker Supplement (CTS) applications.
 - The discontinuation of the Six-Month Report form (SMRF) reminder letter.
 - Updates to the SMRF instructions, including the date on which the form is due.
 - Revisions to the FoodShare Employment and Training (FSET) program referral letter.
- Work Items for ACCESS SMRFs submitted after hours were showing the begin date as the submission date. This has been fixed to reflect the following work day, taking holidays and weekends into consideration.

- Some ACP applications were remaining in the original worker's Inbox after the case was transferred. This has been fixed.
- CARES has been updated to include CTS and W2 payment information on notices. Previously it was not listed in the "Your Household's Reported Income and Bills" but the amount was reflect in the "How We Counted Your Income" section. This was confusing for members. The amount will not be listed, but this statement has been added.


Your counted income is lower than your gross income because of a standard credit that everyone gets. You also get credit for these items: housing/utility bills, dependent care bills and income from a job. Your gross income includes payments from Wisconsin Works (W-2) and/or the Caretaker Supplement program.

- For combined FS/FPOS cases with income of more than 130% of the FPL and less than 200% displayed an incorrect reporting limit of \$99,999.99. This has been fixed.
- Changes have been made for reporting errors to the CARES Call Center. See Operations memo 17-02.

FoodShare

- Workers could not confirm some expedited cases when the interview was waived. FS would pass month 1 and pend for interview correctly for month 2, but confirmation was not updateable. This has been fixed.
- The name field will be added to the FoodShare On-Demand Tool in between the "Assigned Worker" and "App/RFA/Case/Renewal" column. The name will be the first 10 characters of the last name, followed by the first initial of the first name.

FoodShare On-Demand Case Management Details

The following events have occurred:									
 WT172: The count selected has returned more records than can be displayed. To narrow your search, please return to the previous page, update the criteria, and select a new count.									
Details									
Select Page	County/Tribe	Assigned Worker	Name	App/RFA/Case/Renewal	Application Type	Other Requested Programs	Filing Date	On-Demand Due Date	Business Days Left
<input type="checkbox"/>	40	XCTO07	QU	Case -	FS Priority Application		04/12/2016	04/13/2016	Past Due
<input type="checkbox"/>	40	XCTC6O	FS	Case -	FS Priority Application		04/16/2016	04/18/2016	Past Due
<input type="checkbox"/>	40	XCTT38	AB	Case -	FS Priority Application	HC	04/15/2016	04/18/2016	Past Due
<input type="checkbox"/>	40	XCTC6O	FS	Case -	FS Priority Application		04/18/2016	04/19/2016	Past Due
<input type="checkbox"/>	40	XCTP53	FL	Case -	FS Priority Application		04/18/2016	04/19/2016	Past Due
<input type="checkbox"/>	40	XCTC6O	FS	Case -	FS Priority Application		04/19/2016	04/20/2016	Past Due
<input type="checkbox"/>	40	XCTC3F	DA	Case -	FS Priority Application	HC	04/26/2016	04/27/2016	Past Due

- Some renewal work items were not clearing off of the On Demand Tool. This has been fixed.

- Note: there are still some outstanding problems that are being researched and scheduled for a future fix. Always be sure to check to see that the correct action has been taken on the case that causes it to be removed from the On Demand tool.
- There was a problem where a FS case would clear off of the On Demand tool and then re appear the next day. This has been fixed.

Health Care

- New Health Care Administrative renewal process, see operations memo 17-J1.
- Annual updates to the income thresholds used under modified adjusted gross income (MAGI) budgeting rules have been updated for 2017. See operations memo 16-39.

Technical Assistance Policy and Process (TAPP) Wish List

- Sometimes the Action Item: "Intake Initiated - Eligibility not Initiated" remains on a case, after the needed action has been. This has been fixed, as well as the process behind creating this Action Item, so they should clear off the case in the future once the appropriate action is taken. A mass update will be performed to remove existing and old "Intake Initiated - Eligibility not Initiated" action items from affected cases.

The screenshot shows a web-based application interface. At the top, there are four tabs: 'Action Items (2)', 'Documents (0)', 'Discrepancies (0)', and 'Work Items (1)'. The 'Action Items' tab is selected. Below the tabs, there is a list of action items. The first item is dated 'December 24, 2016' and has a checkbox labeled 'Intake Initiated - Eligibility not Initiated'. The second item is dated 'May 20, 2009' and also has a checkbox labeled 'Intake Initiated - Eligibility not Initiated'. At the bottom right of the list, there is a button labeled 'Clear Checked Action Item(s)'.

- If a work item is withdrawn (except Discrepancies), an automatic case comment will be created with the following information:
 - Date of the withdrawal,
 - Worker performing the withdrawal,
 - Which work item is being withdrawn,
 - The program that is impacted,
 - The withdrawal reason code selected.

Workers will also be required to add details for more information about the reason for the withdrawal.

Review Comments (Past 90 Days)					
Flag	Date Entered	Entered Time	Entered By	Type	Comments
	01/04/2017	5:05 PM	XCTP09	General	Worker XCTP09 withdrew the following Renewal/Rev work item type (s): BadgerCare Plus CLA on 01/04/2017. The withdrawal reason code is 'Member opted not to renew the program'. New comment is added by worker XCTP09

Fixes

- There was a problem where sometimes deleted educational aid information in history was either counting, pending or failing BadgerCare Plus incorrectly. Workers will be required to match the begin and end month at the top of the page to what is in the details section. The best practice is for workers create a new sequence for each new semester.

Educational Aid [Cancel] [Reset]

Effective Period (Semester)

* Begin Month: MM / YYYY * End Month: MM / YYYY Last Updated:

Delete Reason: [v] [i]

Additional Information

* Individual: [v] Semester Sequence Number: 0 Number of Months: 1

Details

Delete: [] Delete Reason: [v] [i] Sequence:

Begin Month: MM / YYYY End Month: MM / YYYY

Aid / Expense Type: [v] [i]

Amount: \$ [] . []

Verification: [v] [i]

[Reset] [Add]

Sequence	Begin Month	End Month	Aid Type	Amount	Verification	Delete Reason

Obsolete Information

- The following system error that occurred when updating the living arrangement on the current demographics page updated has been fixed:
 Method Name: **retroUpdate**
 Primary Keys: **T2292_TXIN_OUT_HH**:
 case_num=XXXXXXXXXXpin_num=XXXXXXXXXXhistory_seq_num=17 | Case
 XXXXXXXXXXXX
 Calling Class:
 gov.wisconsin.cares.business.services.IndividualDemographicsEJBBean
 Calling Method: **storeCurrentDemographics**
- The following system error that occurred when clearing an RFA has been fixed:
 Method Name: determineClearanceStatus
 Primary Keys: | RFA XXXXXXXXXXXX
 Calling Class:
 gov.wisconsin.cares.business.services.AETransactionManagedEJBBean
 Calling Method: clearIndividual
- There was a problem where some ACCESS renewal work items were not getting created (the process was taking too long), this has been fixed.

- There was a display problem when navigating from the individual eligibility history from the Case Member History (Case A) to another case (Case B), the display on the case (HH Members, Case Summary, etc.) would show the other person unless you navigated out of the case and back to it again. This was confusing making it look like the individual was the Primary Person on two different cases, even on the worker's home page. This has been fixed.
- Sometimes Query information (i.e.: confirmed Assistance Group Summary (AQAE) and the Individual Eligibility History (AQIE in the mainframe) and demographic information (i.e.: name, DOB, etc.) were not matching between the mainframe and CWW. Query dates did not match the actual eligibility for an individual as well as demographic information
- There was a problem when navigating through the self-employment page, CARES was updating previous information even when updates were not made. This has been fixed.
- Policy numbers, PHI/PII and information for individuals no longer on a case from the medical coverage page will no longer display on the PPRF the case summary. This is a permanent fix.
- There was a problem where MAGM extensions were not re opening for the second month (failing 054) when running for multiple months after a late premium was paid. This has been fixed.
- Currently the VCL logic is extending the requirement for interview out past the end of the review month if it falls on a weekend or holiday. The Verification Due Dates page is holding the last day of the month per policy, but the Verification checklist is giving the next business day into the next month as the due for the interview. This has been fixed.
- There was a system error when sorting the Reassign Work Items List View by Received Date. This has been fixed.

Exception Type:	Application
Exception Text:	java.lang.NullPointerException
Package/Class Name:	gov.wisconsin.cares.business.services.HelperEJBBean
Method Name:	listViewSortData
Primary Keys:	
Calling Class:	gov.wisconsin.framework.presentation.services.FwServiceController
Calling Method:	service

- There was a problem when a worker visited the General Case Information Page and then navigates the Archival Retrieval Page; the dynalist on the Archival Retrieval Page was automatically populated with the last case number last viewed on the General Case Summary Page without undergoing any validation on the Archival Retrieval page. This has been fixed.
- A system error was happening when a worker tried to view the Team dashboard when a virtual worker existed on that team. Some agencies may have removed the Virtual ID from the team to workaround this problem, that workaround is no longer needed.

Exception Type:	Application
Exception Text:	java.lang.NullPointerException
Package/Class Name:	gov.wisconsin.cares.business.services.TeamManagementEJBBean
Method Name:	storeTeamDetails
Primary Keys:	
Calling Class:	gov.wisconsin.framework.presentation.services.FwServiceController
Calling Method:	service
Message Code:	

- Some PPRFs could not be generated, workers were getting the error:

We're sorry -- we cannot display a copy of your CARES application at this time. Please try after some time..

This has been fixed. The causes for this were:

- A person (not the primary person) on the case has coverage under someone else's other health insurance. When that person was deleted the summary could not be created.
- A person (not the primary person) on the case is a non-U.S. citizen with an immigration page. When the person was deleted the summary could not be created.
- Case with married a married couple listed as "MJ – married, filing jointly". When the spouse was deleted, the summary could not be crated.
- Unresolved Discrepancy Error Prone Profile (EPP) messages are being displayed without the impacted program(s) for a member on a companion case where there is SWICA or Prisoner discrepancy. Because no program was displayed, the potential error was not displayed on the Potential error Listing page. The fix will now look at the originating case of the discrepancy that met the EPP profile and not just the PIN.
Example: A discrepancy was created on John's Health Care case. He was also a part of a FS companion case. The process will now look at the discrepancy and for which program it was created (HC) and not create an EPP on the companion case.
- Work items **types** were not correctly updating when the work item type changes, such as Priority Service (PS) to Non PS, EBD to CLA, etc, this has been fixed.
 - Note: This is a different issue than the workaround used for a late expedited determination. Workers must still do the workaround of updating the Priority Service Page when a non-PS FS application becomes PS when processing. This is scheduled to be fixed in April.
- In December, a fix was implemented to add phone numbers to the FFM application.